

## Body Language With Positive Messages

People may see you as **friendly and cooperative** if you:

- Give your full attention to customer
- Make eye contact without staring
- Smile
- Nod your head as the customer is talking
- Keep your hands open rather than clenched
- Keep your arms uncrossed
- Keep your legs uncrossed
- Lean slightly toward the customer

People may see you as **confident** if you:

- Look the customer in the eyes. But no staring, and be careful of cultural differences
- Keep your hands still and away from your face
- Stay still with no sudden movements or wiggling

People may see you as **thoughtful** if you:

- Look at the customer about three-quarters of the time
- Tilt your head slightly to one side
- Put your hand to your cheek or chin
- Maintain an open body position
- Lean forward to speak, and back to listen